

Getting Started As A CLEC

Linking Our Strengths With Yours

A number of steps must be completed for you to successfully interconnect with Qwest as a Competitive Local Exchange Carrier (CLEC). Qwest provides this checklist to define our joint activities and results (by responsibility owner), where information is obtained and the timeframe suggested to perform the activity, many of which can be done as you obtain your state certification(s) as well as in parallel with each other.

Fulfilling Regulatory and Industry Related Requirements

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4	Activities and Results		Where to Obtain Information		Timeframe		
		1			Suggested		
	CLEC Responsibilities: Obtain certification as a telecommunications provider enabling you to do business as a CLEC.	•	State Public Utility Commission/Agency in state(s) you are operating as a CLEC. Step 2 of Getting Started as a Facility-Based CLEC: http://www.qwest.com/wholesale/clecs/clec_index.html	•	Before Negotiations		
•	Secure unique Operating Company Number (OCN), Access Customer Name Abbreviation (ACNA) and Revenue Accounting Code (RAO) (if choosing Qwest as your RAO) identifiers for each state you will be operating as a CLEC.		OCN: National Exchange Carrier Association (NECA) 800-228-8597 ext 8355 or http://www.necaservice.com/content/nsi cca.html ACNA & RAO: Telcordia 732-699-5281				
•	Create your E911 plan contacting the relevant Public Service Answering Point (PSAP) to negotiate a default Emergency Service Network (ESN) and establish default routing configurations for Automatic Number Identification (ANI).	•	or http://www.telcordia.com E911& PSAP: http://www.qwest.com/wholesale/pcat/9 11.html				
•	To provide your switch-based end-users numbers begin obtaining your NPA/NXX for each NPA you will be operating.	•	NPA/NXX: http://www.qwest.com/wholesale/notice				
•	Identify your Revenue Accounting provider for each state you will be operating as a CLEC. Note: Sales Executive assists with Centralized Message Distribution System (CMDS) hosting agreement if Qwest chosen as your Revenue Accounting provider.	•	s/npa_nxxProcess.html North American Numbering Plan Administration http://www.nanpa.com CMDS: http://www.qwest.com/wholesale/pcat/cmds.html				
•	Determine Operator Services / Directory Assistance (OS/DA) provider, if applicable. Note: Separate agreement required if not within your Interconnect Agreement. Sales Executive will negotiate if applicable.	•	Operator Services (OS): http://www.qwest.com/wholesale/pcat/o psserv.html and Regional Directory Assistance Database (DA): http://www.qwest.com/wholesale/pcat/v				
•	Establish your initial Local Interconnection Service (LIS) forecast.	•	oicedirasst.html LIS: http://www.qwest.com/wholesale/pcat/lis.html Forecasting forms: http://www.qwest.com/wholesale/guides/forecasting.html				



Initiating Interconnection Agreement Negotiations

Astivities and Results	Where to Obtails information	Fimatione Suggested
 CLEC Responsibilities: Review Qwest's Negotiation Process flow and evaluate your options for creating your Qwest Interconnect Agreement. Initiate contact with Qwest to begin Interconnection Agreement Negotiations. 	Step 3 in Getting Started as a Facility- Based CLEC: http://www.qwest.com/wholesale/clecs/ clec_index.html	 Before Negotiations
 Qwest Responsibilities: Qwest's Contract Negotiations Administrator assists you with initiating the Interconnection Agreement Negotiation process with Qwest. 	 Contact Heidi Higer hhiger@qwest.com by email, calling her at 303-965-3029, or faxing her at 303-965-3527. 	

Obtaining Sales Executive & Service Manager Contacts

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 CLEC Responsibilities: Request Sales Executive and Service Manager contacts from Qwest's Sales Operations Manager. 	 Sales Operations Manager at 206-345- 5272 During Negotiations
 Qwest Responsibilities: Sales Operations Manager requests Sales Executive and Service Manager assignments to establish your Qwest Account Team. Service Manager contacts you via telephone or email to provide your contact information. 	 Assigned Sales Executive and Service Manager contacts can be obtained on our Customer Contact Information Tool: http://www.qwest.com/wholesale/ccdb Account Team: http://www.qwest.com/wholesale/clecs/accountmanagers.html



Completing Your New Customer Questionnaire

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Activities and Repults	Where to Obtain information	Timeframe Suggested			
CLEC Responsibilities:					
Download our *New Customer Questionnaire, complete all sections required prior to placing service orders and email your questionnaire to initiate the implementation process. All subsequent sections must be completed and sent prior to implementation or receiving contractually required reports.	Required sections identified in the New Customer Questionnaire: http://www.qwest.com/wholesale/clecs/newcustquestionnaire.html	 During Negotiations 			
*A New Customer Questionnaire required even if your Interconnection Agreement is signed.					
Email your New Customer Questionnaire to <u>wsst@qwest.com</u> with "Questionnaire" in the subject line.					
Qwest Responsibilities:					
 Service Manager assists answering your questionnaire questions and coordinating a meeting if necessary. 	·				
Service Manager obtains your Qwest assigned Facility-Based CLEC Identifier (ZCID) and provides your assignment to you.		When you send your New			
 Service Manager obtains and informs you of your provisioning and billing center assignments. 		Customer questionnaire Before you place your initial order			
If Qwest is your Operator Services / Directory Assistance (OS/DA) Services provider: CLEC Responsibilities:					
Download and complete our OS/DA Questionnaire.	OS/DA questionnaire can be found at: http://www.qwest.com/wholesale/pcat/o	30-45 days prior to			
Send your Service Manager when your OS/DA questionnaire is complete.	psserv.html	placing initial order			
Qwest Responsibilities:					
Service Manager will assist you with completing your OS/DA questionnaire.					
 When complete, Service Manager forwards your questionnaire to Qwest's OS/DA Implementation Manger. 					



Defining Your Network Point of Interconnection (POI)

Activities this Stability	Where to Obtain Information	Timoframe Suggested
 CLEC Responsibilities: Refer to your Interconnection Agreement to determine your available POI options and establish a diagram of your proposed network. To assist us in understanding your network, your diagram should include: Method of interconnection Local calling area and NXXs Your switch location(s) (CLLIs) Qwest switch location(s) (CLLIs) Number and type of LIS trunks Trunking to Qwest's Tandems/end-offices Ancillary Services (E911, Operator Services, etc.) 	Your Qwest Interconnect Agreement LIS Product Catalog (PCAT): http://www.qwest.com/wholesale/pcat/lis.html Collocation general information and ordering forms can be found at: http://www.qwest.com/wholesale/pcat/collocation.html	6 months before launch

Establishing Your POI and LIS Trunking Site Activation Requirements



Activities and Results	Where to Obtain Information	Timellane Supposted
If Qwest is your Signaling System 7 (SS7) connectivity provider: CLEC Responsibilities: Contact your Service Manager to reques meeting to discuss SS7 requirements as defined in your Interconnection Agreeme Issue A link and SS7 facility orders after preorder meeting. Qwest Responsibilities: Service Manager facilitates preorder meeting.	http://www.qwest.com/wholesale/pcat/ccsacss7.html	After site activation meeting
to discuss SS7 connectivity and Link Dat Sheet requirements.		
If Qwest is your provider of these SS7 Data services: - Line Information Data Base (LIDB) to provide accurate billing for calling card your end-users - 800 Data Base Access Service for 8X3 free service to originating end-users - Offer your end-users "Caller ID and Na with InterNetwork Calling Name Service (ICNAM) CLEC Responsibilities: - Contact your Sales Executive for possible Interconnection Agreement Amendment. - Contact your Service Manager to include database service on Link Data Sheet.	LIDB: http://www.qwest.com/wholesale/pcat/lidb.html 800 Data Base: http://www.qwest.com/wholesale/pcat/8 00.html ICNAM: http://www.qwest.com/wholesale/pcat/icnam.html . .	After site activation meeting
Qwest Responsibilities: Service Manager facilitates preorder meet to discuss Link Data Sheet requirements	ling	

Achieving E911 Interconnection Requirements

Activities and Redulfs	Where to Obtain Information.	
 CLEC Responsibilities: Provide E911 interconnection plan and trunk requirements if not covered during Site activation meeting. Prepare and submit E911 T1 trunk orders. CLEC Responsibilities: Service Manager initiates Service Planning meeting to review E911 interconnection requirements, if necessary. Service Manager coordinates E911 message trunk orders once your E911 T1 facility is ordered. 	E911: http://www.qwest.com/wholesale/pcat/9 11.html	 During or after site activation meeting E911 T1 trunks one month prior to market launch E911 message trunks after ordering T1 trunks

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Evaluating and Establishing OSS Connectivity

Activities and Results	Where to Obtain Information	Timeframe Suggested
 CLEC Responsibilities: Evaluate access and tools to support your preorder, ordering, repair, billing functions with Qwest: (e.g., Interconnect Mediated Access (IMA GUI or EDI), TELIS/UNIX, Resale Product Directory (RPD), Customer Electronic Maintenance and Repair (CEMR), Held Order, Escalation and Expedite System (HEET), Directory Listing Inquiry (DLIS) Fiber data report Tool, etc). 	Overview of Qwest's Electronic Access and Tools can be found at: http://www.qwest.com/wholesale/clecs/electronicaccess.html	4 to 8 weeks prior to desired implementati on date to establish files.
 Request specifics concerning establishing dedicated access with Qwest from your Service Manager. 		NOTE: Connectivity for dedicated
Qwest Responsibilities:		access
 Service Manager obtains details on how to setup a Dedicated Access system-to-system interface via dedicated electronic method. 		requires addition time. Verify requirement
Service Manager coordinates technical OSS connectivity setup meeting with you and our IT Implementation & Deployment Team.		during setup meeting.

Accessing Qwest's Operations Support Tools

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	CLEC Responsibilities:						
•	Request access to Qwest tools completing and emailing forms to wssa@qwest.com with "Digital Certificate" or "SecurID" subject line: - Dial up access to IMA GUI or TELIS-UNIX Complete a SecurID® External User Access Request form ® SecurID is a registered trademark of RSA - Dedicated access to IMA GUI or IMA EDI Complete an IMA System Administrator	•	External User Access Request and IMA System Administrator Setup forms at: http://www.qwest.com/wholesale/clecs/electronicaccess.html		4-6 weeks prior to initial order		
	Setup Request form - Digital Certificate access to requested tools	•	Digital Certificate access information at: http://www.qwest.com/wholesale/syste				
•	Qwest Responsibilities: Wholesale Systems Security Administrator emails notification to you and your Service Manager.		ms/generalinfo.html	•	30 days prior to initial order or on request		



Participating in Change Management Process and Training Opportunities

Activities and Results		Where to Obtain Information		Timeframe Suggested
CLEC Responsibilities:Participating in Qwest's CMP (Change Management Process)	•	Details on CMP can be found at: http://www.qwest.com/wholesale/cmp/index.html	•	As you choose to participate
Qwest's instructor-led, web-based and downloadable training opportunities are available to learn more about our products and services, how to use our Operations Support Systems, and how to do business with us. Joint Responsibilities:	•	Select our course catalog at: http://www.qwest.com/wholesale/training	•	As you choose to participate
 Contact your Service Manager to request training information that will assist you with navigating our training web page. 				:

Additional reference information is available at following web sites as desired:

External:

- Federal Communications Commission (FCC) http://www.fcc.gov
- Alliance for Telecommunication Industry Solutions (ATIS) http://www.atis.org
- Telcordia Exchange Carrier Code (ECC), Local Exchange Routing Guide (LERG) (at 732-699-6700), Common Language Location Identifier (CLLI) http://www.telcordia.com
- National Emergency Number Associations (NENA) http://www.NENA.com
- Number Portability Administration Center (NPAC) http://www.NPAC.com

Internal Qwest's Wholesale Interconnection:

- Wholesale Interconnection Products and Services http://www.qwest.com/wholesale/pcat/index.html
- Regulatory Commissions, Telecommunications Associations and State Tariff Viewing Locations http://www.qwest.com/wholesale/clecs/rcta.html
- Technical Publications http://www.uswest.com/wholesale/pcat/techpub.html
- Access Service Ordering Guidelines (ASOG) Access Service Requests (ASRs) http://www.uswest.com/wholesale/forms/asr.html
- Local Service Ordering Guidelines (LSOG) Local Service Requests (LSRs) http://www.uswest.com/wholesale/clecs/lsog.html
- Interconnect Mediated Access (IMA) User Guide http://www.qwest.com/wholesale/ima/gui/imauser.html
- Wholesale Customer Contacts http://www.qwest.com/wholesale/clecs/escalations.html
- Escalation process http://www.gwest.com/wholesale/clecs/exescover.html

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